

This information notice explains what personal data we collect and process from you when you contact the control center, and for what purpose we use that data.

The Data Controller is

Electrabel NV/SA
Simon Bolivarlaan 34, 1000 Brussels
BE 0403.170.701

What information do we collect?

We collect the following personal data when you have a phone call with our Control Center:

- First name, last name
- Mobile Phone number
- Company name
- Date & Time of the phone contact
- Call recording

How do we use personal information?

We collect and process the personal data to keep track who is/was on our wind farm sites.

On which basis do we process your personal data?

We process the personal data for legitimate interests, to keep track who is/was on our wind farm sites. This is how we can ensure that at the end of the day, people have left the sites.

Additionally, it is information that is used to complete the track record of maintenance works.

How long do we keep your personal data?

The recording of conversations will be stored during 2 weeks.

The other data will be made anonymous after max. 2 years, by removing first name, last name and phone number. Date & time and company will be kept.

When do we share personal data?

The personal data is available in an application that is only accessible by the ENGIE employees working for the Operations team of Electrabel Renewables.

Your rights in relation to personal data

As a Data Subject, you can exercise several rights regarding your processed personal information:

- The right of access to your personal data;
- The right to rectification of your personal data;
- The right to erasure of your personal data ('right to be forgotten');
- The right to data portability;
- The right to restriction of processing;
- The right to object.

You can exercise your data subject rights through our Data Protection Portal at <https://www.engie-benelux-privacy.com/en/>

You also have to right to file a complaint with the Data Protection Authority (GBA – APD): www.GegevensBeschermingsAutoriteit.be (NL) or www.AutoriteProtectionDonnees.be (FR)

Where do we store and process personal data?

The data is stored in a data centre in the European Economic Area. Electrabel has a contract with the provider of the data centre that includes a data protection agreement.

How do we secure personal data?

Only authorized people can access the personal data. Technical measures are taken to protect against unauthorized access, such as two factor authentication, firewalls, etc.

Privacy related questions

If you want to exercise one of the rights mentioned in this notice or in case you have a privacy related question, you may contact the data protection team:

- Through the Data Protection Portal <https://www.engie-benelux-privacy.com/en/>;
- By email at data.protection.bnl@engie.com; or
- By post at PB 10020, B – 1030 Schaarbeek Brussel Noordstation.